

CHAPTER 16

FDOT INTRANET

PURPOSE:

To define the requirements that employees of the Department must follow in order to develop, publish, and maintain Web pages on the Department's Intranet. These requirements include distributing information on the Intranet and implementing Intranet servers.

AUTHORITY:

Sections 20.23(4)(a) and 334.048(3), Florida Statutes (F.S.)

SCOPE:

This procedure applies to all of the members of the Department's **workforce** using Department workstations connected to the Department's mainframe, Local Area Networks (LANs), Wide Area Network (WAN) or Remote Access for access to the Department's Intranet.

REFERENCES:

Chapter 8 of this Manual

TRAINING:

The Office Manager is responsible for ensuring that adequate training for the development, maintenance, and administration of District/Office Intranet servers and Web pages are provided. Listings of recommended training programs are available from the BSSO Manager.

16.1 ACCESS TO THE INTRANET

16.1.1 Access to the Intranet is available for all **workforce** with the Department who have approved access to the Department's computer network resources. Users should contact the appropriate Service Desk, or **Technology Services and Support Manager (TSSM)** to determine if they have the proper network connection and software.

16.1.2 The Department's Intranet can be accessed at the following address using a standard browser: <http://infonet.dot.state.fl.us>.

16.1.3 Some Intranet pages may require the use of plug-ins. These plug-ins are available on the "Download" page of the Infonet and must be downloaded and installed on workstations. For assistance, contact the appropriate Department Service Desk or Department Manager.

16.2 ESTABLISHING AN INTRANET SERVER

16.2.1 INTRANET SERVERS

Office Managers of offices establishing District/Office Intranet Servers, or TSSMs/CADD Managers where local procedures apply, maintain ownership of their systems and are responsible for ensuring the maintenance of the hardware and software for their servers. This includes, but is not limited to, backup, file management, security management, system and application software installation and upgrades, and monitoring.

16.2.2

Office Managers must coordinate with the TSSM prior to purchasing or implementing Intranet technologies.

Offices that initially cannot purchase, establish, or maintain an Intranet server or offices whose Intranet content is limited can request to house their Web pages on the Primary Intranet Server through coordination with OIS.

16.3 CONNECTION TO THE INTRANET

16.3.1 All Intranet servers on the Department's internal network must use the TCP/IP network protocol.

16.3.2 All District and Central Office Intranet environments shall be linked to the Primary Intranet Server.

16.3.3 Unauthorized access to the information on the Department's Intranet servers through the firewall from the public World Wide Web (WWW) is prohibited.

16.3.4 The administration of the Primary Intranet Server is the responsibility of the OIS. District/Office Intranet servers are the responsibility of the respective TSSM.

16.4 DEVELOPING AND PUBLISHING WEB PAGES AND APPLICATIONS ON THE INTRANET

16.4.1 Pursuant to content developed by outsourced resources belonging to the department, Business Offices are responsible for the content and administration of their Web pages.

The WebMaster will provide offices with information on training available and limited support for Web development. Web pages and Web application development may also be outsourced. The Department's standards and procedures for developing and publishing Web pages and applications applies to all Web page development regardless of sourcing.

16.4.2 Web pages within the production environment of District/Office Intranet Servers or the Primary Server shall be connected to the DOT Infonet Home Page.

16.4.3 INTRANET DEVELOPMENT PROCESS

16.4.3.1 All authoring and development of Intranet content shall take place in an environment that is separate from the production environment. This configuration is necessary to ensure development activities do not interfere with production files. For more information on authoring and development of Intranet Content, look under "Infonet Help" on the DOT Infonet Home Page (<http://infonet.dot.state.fl.us>).

16.4.3.2 Testing of Intranet Web Pages

Before publishing Intranet Web pages in the production environment, the Office Manager is responsible for ensuring that the content is properly tested. This includes validation of links and graphics, compliance to standards, and verification of desired functionality (scripting, database queries, etc.).

16.4.3.3 All Web pages and Web applications published in the production environment must adhere to Department Intranet standards.

16.4.3.4 Connecting to Other Functional Owners' Intranet Web Pages

Offices which have organizational and/or functional ownership of Department information must be consulted before Web pages using that information are published. For example, the Forms and Procedures Office has responsibility for all official Department-wide procedures, manuals, and forms and will provide Intranet access to these documents. Offices are permitted to connect to these official documents or to other offices' pages through links. Generation of official documents other than through links is prohibited.

16.5 RESPONSIBILITY FOR INTRANET SERVERS AND WEB PAGES

16.5.1 The Office Manager is responsible and accountable for ensuring proper content and function of their respective offices' Intranet Web pages. Proper content and function includes, but is not limited to the following:

- (A) Web page content must be professional, accurate, appropriate, and use proper grammar, spelling and punctuation.
- (B) Web pages must function properly with all Department standard browsers.
- (C) Web pages must be properly tested before being moved into the Web Server production environment. This includes verification of links and graphics, compliance to standards, and verification of desired functionality (scripting, database queries etc.).
- (D) Coordination with other Office Managers is required when using information or documents that are functionally or organizationally owned by other Offices within the Department (for purposes other than links to other Offices' Web pages).
- (E) All production Web pages must provide a contact person who is responsible for assisting users of the Web pages, as requested. This may be provided by a connection from the Web site to comment pages that are monitored by the Web author or by displaying a contact name and userid on the Web pages. The Web author and any authorized delegates must be registered with the DOT Webmaster at the time of implementation of

new Web sites, and any future requests to the Webmaster must be made by the Web author, authorized delegates, or the Office Manager.

- (F) All copyrights and rights of licensing must be adhered to in the use of material on the Intranet. Under no circumstances shall the Intranet be used for games, other forms of electronic entertainment, or for personal or private use.
- (G) Web pages shall not represent the personal opinions of staff.
- (H) The Office Manager is responsible and accountable for ensuring that information on their office Intranet Web page is properly maintained. This includes updating or removing outdated material and having procedures in place for maintaining their Intranet content. Intranet Web pages should be updated as appropriate to the material.
- (I) Web pages must not require the use of plug-ins that are not available on the Intranet Download page. Requests for new plug-ins can be coordinated with the WebMaster. Any plug-ins adopted as standard, according to ***Chapter 8 of this Manual*** will be added to the Download page and then made available for use by Department Web pages.